# Usability Testing and Report

**HCI 460 Team Project 3**

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EXECUTIVE SUMMARY

Five usability tests were conducted with typical users of Evite.com. The entire 4-person testing team conducted the pilot test, with one member of the team acting as the test monitor and the other three team members acting as data loggers. The subsequent four usability tests were each conducted with two members of the testing team, one acting as test monitor and the other acting as a data logger. The test consisted of three parts designed to evaluate the usability of Evite and gauge user satisfaction with Evite. The testing team administered a pre-test questionnaire, observed as a user created and sent out an invitation in Evite, and also asked the user to fill out a post-test questionnaire. The post-test questionnaire revealed that 3 of the 5 users were not satisfied with Evite. The testing uncovered five significant usability problems with Evite. The benefit of the testing was to reveal these problems that the testing team believes, when fixed, will increase user satisfaction with the application and increase user loyalty to Evite.

Testing revealed that users had difficulty:
Moving from Preview mode back into Edit mode in the invitation
Adding guests to the invitation
Entering an end time on the invitation
Saving the invitation and navigating through the three steps to create an invitation
Entering a theme on the invitation

Our major recommendations:
Programming should be changed to allow users to use the browser's "Back" button to go from Preview mode to Edit mode
Programming changes should also be implemented to fix the issue with users being unable to add guests to the invitation at certain points in the process
The "end time" field should be put next to the "start time" on the invitation
A "save and continue" option should be added to each page in the application for creating an invitation
The "theme" field should be made an optional field

Prior to testing, the team conducted a Heuristic Evaluation and a Cognitive Walkthrough of Evite to identify potential usability problems; some of those problems were confirmed with the testing reported in here. The current tests, however, focus only on creating a basic invitation in Evite. The team believes that further tests should be
conducted where users are also asked to design their own invitation, to determine if the potential problems identified with that process in the Heuristic Evaluation and the Cognitive Walkthrough are also confirmed through user testing.

METHOD SECTION

Our usability tests were conducted on a total of 5 participants. The first test was a pilot test, done with one user. Several modifications were made to the test plan based on that test.

The test had three steps. Each user was asked to read a consent form and complete a pre-test questionnaire, which was designed to gauge the user's familiarity with Evite. The user was then asked to create and send an invitation. Following this task, the user was asked to fill out a post-test questionnaire to determine how satisfied the user was with Evite and how likely they are to use the site again.

Two members of the group were present at each test (with the exception of the pilot test, where all four members were present). Members of the group took turns being the test monitor, which included reading from a prepared script (please see the Appendix). The member of the group that was not acting as monitor for a particular test recorded data by filling out the log sheet, as well as recorded anything a user said during the test that was relevant to our testing objectives.

The test began with the user being greeted by the test monitor and asked to sit in front of the computer in the room. The home page of Evite was opened in Internet Explorer or Firefox, but the window was minimized until the participant was ready to begin with that part of the test. Following the test script (please see the Appendix), the test monitor introduced herself and the other tester(s). She explained that the group of testers are working on a project for their HCI class - evaluating the usability of Evite - and handed the user the consent form (see Appendix) and the pre-test questionnaire (see Appendix). The user was given a brief overview of what the informed consent sheet says, and then read it; the user was encouraged to ask any questions they had.

The user was then asked to complete the pre-test questionnaire and hand it to the monitor when they were done. The monitor then explained that the testing team would like the user to verbalize their
thoughts while testing the interface.

The test monitor handed the user a task sheet (please see the Appendix) explaining the tasks and listing all of the data that needed to be input by the user while completing the tasks. The test monitor then started the usability test by asking the user to choose a design for a wedding shower invitation. The task sheets asked the user to enter the details of the invitation, upload a photo to replace the main image of the invitation, enter the event theme and details, preview the invitation, add guests, save the invitation, go back and edit the invitation to include an ending time, and finally send the invitation to the invited guests. While the user was completing these tasks, the test monitor had the option of asking the user questions to clarify what they were thinking about elements of the interface.

Once the user had successfully created and sent an invitation (or the testing time has exceeded 15 minutes and the user has not been able to finish an invitation) the monitor handed the user the post-test questionnaire and asked them to fill it out. Once the questionnaire was complete, the monitor debriefed the user by asking a few questions about challenges or behaviors that were observed during the task. The monitor then gave the observer the option of asking questions. Once the monitor's questions and any questions from the user were answered, the monitor thanked the user and told them that the testing was done.

RESULTS SECTION

Summary of Objectives:

To navigate from one step in the Evite-creation process to the next step, do users use the top tabbed navigation or the "Exit", "Preview" and "Select" buttons at the top & bottom?
Do users try to use the tab key to move from field to field when entering details on the invitation, or do they use the mouse?
Will users log in first before creating an invitation, or will they wait until they are forced to do so by the website? If users wait until they are forced to log in, do they worry their work will be lost during the log in process?
Will users be able to successfully find the link to choose an end time for their event under the "Invitation Options" button?
Will the user use Evite to plan future events? Why or why not?
Can the user successfully design, fill out, and save/send an Evite?
Will the user be able to successfully go from preview mode in the invitation to edit mode?
If there are problems with a task, what are the obstacles users encounter and how are users able to get around them?

**Evite Usability Test Results**

To navigate from one step in the Evite-creation process to the next step, do users use the top tabbed navigation or the "Exit", "Preview" and "Select" buttons at the top & bottom?

**Summary:** For the most part, testers used both modes of navigation to get the tasks accomplished. Judging from the amount of time spent looking at the invitations themselves, some expected more navigation to happen within the invite, instead of having to use buttons at the top or bottom of the invitation to get around.

**User #1:** Tended to use the top navigation only, and when he got stuck on a page, had to be prompted to use the "Select" button to continue in the "Design Your Own" invitation.

**User #2:** Mostly used the bottom buttons (Preview, Select, etc) but also was observed using browser buttons, especially the back button to click around.

**User #3:** To go between the 1st and 2nd screens, chose “View Larger” for the invitation, then “Select Design”, which goes to the enter details page. Later she went from the “Add Guests” page to preview mode. She was looking for a send button on the preview page. Finally went back to edit mode, clicked the “Add Guests” link at the top. Then found send at the bottom. When in Preview mode, she used the left menu “Edit Invitation” option, which opens a window saying “This is a PREVIEW ONLY”. Links will function after invitation is sent, and has two buttons, “Edit” and “Back to Preview”. She chose “Edit” and continued.

**User #4:** Uses both top & bottom navigation. He initially tried to navigate with top navigation, but clicking on “Add Guests” didn’t work, so the user moved to the buttons at the bottom of the page, where he received an error message about not having filled in the event title, even though he did. He previewed the invitation, and then was able to continue. Later he successfully
used the top navigation.

**User #5:** Used both navigation options at various times during the test. She had trouble using the topped tab navigation at one point, trying to go to the 3rd step in the invitation process (Add guests & send) and the system wasn't letting her click on the tab successfully. This happened after she saved the invitation and went back into it. User was able to get around this process by choosing the "Add Guests" button at the bottom of the screen.

**Do users try to use the tab key to move from field to field when entering details on the invitation, or do they use the mouse?**

**Summary:** Only two testers used the tab key to move from field to field and those who did use the tab key were able to recover from missing fields that the tab key skipped. Only minimal trouble was detected from the incorrect tab order.

**User #1:** Did try to use tab key when entering the invitation details, and had trouble when the tab key did not work correctly to take him to the date field.

**User #2:** Used the tab key and keyboard heavily - used mouse to go back to skipped fields but didn't seem to notice that it was a tab order problem.

**User #3:** Used the mouse to move between fields

**User #4:** Used mouse for all - a lot defaulted to correct settings so he left them as is.

**User #5:** Always used the mouse to move from field to field.

**Will users log in first before creating an invitation, or will they wait until they are forced to do so by the website? If users wait until they are forced to log in, do they worry their work will be lost during the log in process?**

**Summary:** Two of our users logged in first, and three waited until they were required to do so (one of the three assumed he was already logged in). No one commented that they were thrown off by logging in at the end, or voiced any fear of losing information. The two who logged in first indicated when prompted
that it was part of their habit on sites requiring login to log in first.

**User #1:** Did not login until required to do so.

**User #2:** Logged in first with provided information.

**User #3:** Logged in first with provided information.

**User #4:** Said he assumed he was logged in already - but enters information we gave him.

**User #5:** Did not login until required to do so. She did not realize at first that the test team had given her a login name and password, and started to fill out the registration box on the left hand side of the screen. User commented that she didn't like sites where she had to register. The monitor pointed out that the team had provided a login name and password.

**Will users be able to successfully find the link to choose an end time for their event under the "Invitation Options" button?**

**Summary:** Most users looked for the end time first on the invitation, near the start time, but did not find it there. All 5 successfully found the end time link and were able to enter an end time on their invitation. Three of the five specifically said they expected end time to be near start time.

**User #1:** Looks first for an end time field in the invitation details screen and does not see one. He does find the link in the "Invitation Options" tab and is able to successfully enter an end time.

**User #2:** Found invitation options and end time, but said it was in the wrong place.

**User #3:** Found invitation options and end time, but said would like it to be with starting time.

**User #4:** Finds invitation options and end time, but said he would like it to be near starting time. Tries to include midnight as end time, but gets error because he would have to change end date to next day. Enters an earlier time instead.
User #5: The first place User #5 looked to add an end time was on the invitation details somewhere near the start time. Seemed confused by the instruction because she could not see where the end time was on the invitation. She commented that she wouldn't think that you could enter an end time at all. User was able to find the link and successfully add the end time, however, without any help.

Will the user use Evite to plan future events? Why or why not?

Summary: 2 of 5 users would use Evite again, 3 would not.

User #1: Unlikely that he will use Evite to plan a future event.

User #2: Has moved on from her days of using Evite. She is using Google calendar to plan with friends or a new site, called renkoo.com

User #3: Likely will use Evite in the future.

User #4: Will likely continue to use Evite. It's free, and he's satisfied overall.

User #5: Commented during the post-test debriefing that she would not want to use Evite, because it takes too long to learn how to use.

Can the user successfully design, fill out, and save/send an Evite?

Summary: All 5 users were able to complete all of the tasks during the time period allotted for testing.

User #1: Started out by selecting the "E-card" button rather than the "Invitation" button. He couldn't find an appropriately themed card, and was prompted after some time by the monitor to see if there's another section where he might find an appropriate invitation. He clicked on Invite, but still couldn't find an engagement-themed card. The monitor asked what he would do next to find an engagement card, and he searched for the word "Engagement", but then he decided this isn't something he'd typically do, so he decided to create his own invite. After this,
the user was able to fill in the invitation details, and save and send the invitation.

**User #2:** Knew the interface very well, but was also very critical of it. She successfully completed all the tasks.

**User #3:** Was able to complete all tasks. (There was an error that prevented the user from continuing from the details page to the add guests page - it said no title had been entered when it had. Saving the page, then continuing solved the problem.)

**User #4:** Was able to complete all the tasks.

**User #5:** Was able to complete all of the tasks, including picking a design, filling out the invitation and saving and sending it.

**Will the user be able to successfully go from preview mode in the invitation to edit mode?**

**Summary:** 3 of the 5 users encountered no problems navigation from preview mode to edit mode in the invitation. Two users utilized the back button, which in one case did not cause problems, but the other case caused difficulty and annoyance as entered form information was lost.

**User #1:** Went to preview mode and was not able to initially find the "Edit" button.

**User #2:** No problem, and no comment. Sometimes she used the browser back button to leave preview mode, but early in the process before information would be lost.

**User #3:** No problem. Used the navigation at the left side to return to edit mode. Seemed familiar with this placement.

**User #4:** No problem.

**User #5:** Encountered one serious problem with completing the tasks - she went to preview mode and could not figure out how to go back to the invitation to edit it. She ended up using the browsers "Back" button, which did take her back to the invitation details screen, however all the fields were blank; the details she had just added were lost. User commented she was very
If there are problems with a task, what are the obstacles users encounter and how are users able to get around them?

**Summary:** Two users encountered a programming bug, whereby the program would not continue to the next page, telling the user to enter a title, which had already been entered. This was solved by saving the invitation, then returning to edit it.

A second problem stemmed from using the back button to exit the preview mode, which lost some details. This was solved by saving the invitation before continuing to the next page.

**User #3:** System error (which we haven't seen before) wouldn't allow the user to continue to the "Add Guests" page from the "Enter details" page - an error message said to add an event title, even thought the user already had. The user saved the Evite, then went back to edit it, and it worked fine.

**User #4:** Encountered an odd issue where Evite claimed his title field wasn't filled in - but it was. Problem eventually cleared up on its own. More QA needed!

**User #5:** Was able to get around a problem with using the top navigation - when the system would let her choose tab “3 – Add Guests + Send”, user was able to continue on by choosing the "Add Guests" button at the bottom of the page. Other main problem user encountered was not finding the "Edit" button in Preview mode, and choosing to use the browser's back button to go back to her invitation. She found by doing that all the details were lost, and had to re-enter them. After that, user always saved the invitation before continuing to next step.

**Other Notes / Potentially important issues that arose.**

**Summary of Biggest Issues:**

**Navigation:** Several users had problems with the navigation, expecting to be able to do things in a different order than Evite anticipated, including sending from the preview and edit details pages, and saving work so data was not lost, but continuing to edit.
**User #1:**
Was unsure about the "Theme" field, commenting that he thinks it has to do with the invitation design. Tries to pick "None" as the invitation theme, finds out that this is not an option, and finally chooses "Wedding" theme from the options available.
Initially entered the street address in the location field, when actually the address belongs in another field.
When trying to enter the guest list, the user looked first for that option under "Invitation Options." When he didn’t find it there, the user went to Preview mode to see if there was a link there, He was able to successfully add guests by using the "Add Guests" button.

**User #2:**
Thought Evite was overall too much. Distracting ads, features she didn't want to use (such as the registry and “Reply Style” options), and too many attempts to be “cute” rather than getting the job done have driven her to greener pastures.

**User #3:**
Wanted to add a photo from the “Add Guests” page. Eventually went back to “Add Details” page, but wanted to make this change from another location.
Previewed Evite before sending, and looked for a send button from this page. When she didn't find one, she returned to the edit page, and again expected a send button. The user eventually continued to the “Add Guests” page (which she had already done) and was able to send from there, but was clearly frustrated at so many steps when she was ready to send earlier in the process.
Expected adding addresses to be hard, but found it easy.
Expected adding the photo to be hard, but found it easy.
Felt the end time should be listed with the start time, not separately.

**User #4:**
Spent some time looking for a suitable invitation design - didn't find anything initially that struck him as a “shower” theme, but eventually he settled on one.
Spent some time at the add guests field, wondering if he could somehow add guest names and their emails so others would know who they are. Extra prompting in that field about how to include guest names would be helpful. Or his idea - separate name & email fields.
Felt the end time should be listed with the start time, not separately.
User #5:
Didn't understand how to upload an image, she had difficulty understanding how that would work and gave up looking for a way to do it. Monitor had to prompt her, asking her how she thought she could do it, and her response was to say cutting and pasting image or scanning it somehow. Once she found the link on the page, however, she was able to upload the image successfully.
While she was entering the invitation details, user did not want to enter a theme, and only reluctantly picked one when the system threw an error because this field was blank. During the post-test debriefing, User #5 was asked what she thought the theme meant and why she didn't want to choose one. She responded that she didn't want to throw a party with a theme - to her, theme meant she was throwing a "hula" (Hawaiian) party or something like that. She just wanted to do the wedding shower, with no specific theme at the party. Did not like that when she saved the invitation, it took her to a page of ads. She frequently saved during the process to ensure she didn't lose any data, and each time had to go back into the invitation. Felt the end time should be listed with the start time, not separately.

Notable Quotes from Test Participants

User #1: “It doesn’t make sense, I am supposed to send the invitation before editing it?”

User #2: "I think the people from Evite have an organizational disorder."

User #2: "I’m over Evite."

User #2: "This is overwhelming visually." (When looking at the home page)

User #4: "I see Evite and I see ads. My eyes go to these little black holes on the screen."

Questionnaire Results

Pre-Questionnaire:

Overall satisfaction with Evite as a recipient?
User #1: Neutral
User #2: Dissatisfied
User #3: Neutral
User #4: Satisfied
User #5: Neutral

**Overall satisfaction with Evite as a sender?**
User #1: Neutral (has not used)
User #2: Dissatisfied
User #3: Satisfied
User #4: Satisfied
User #5: Not used (did not answer)

**Consider yourself a loyal customer?**
User #1: No
User #2: No
User #3: No
User #4: No
User #5: did not answer

**Post-Questionnaire:**

**Overall satisfaction with Evite?**
User #1: Dissatisfied
User #2: Dissatisfied
User #3: Satisfied
User #4: Satisfied
User #5: Dissatisfied

**Likely you'll use Evite to send invites in the future?**
User #1: Unlikely
User #2: Very Unlikely
User #3: Likely
User #4: Likely
User #5: Unlikely

**FINDINGS AND RECOMMENDATIONS**

Overall, our testing showed that the average user is able to create an invitation, add details to the invitation, invite guests, and add an end time to an invitation on Evite. Our testing did not uncover any problems that made Evite.com unusable; all 5 users tested were able to complete all the tasks during the time period allotted for testing.
However, we did find usability problems with Evite that fell into the "Moderate" category, problems which required users to work at getting around the problem they encountered, and the "Irritant" category, problems that inconvenienced users.

Our post-questionnaire results showed that 2 of 5 users were satisfied with Evite and would use it again, while the other 3 were dissatisfied and would not use Evite in the future. The testing team believes that fixing the problems we found would increase user satisfaction with Evite.

**Moderate Problems**
Problems that fell into the "Moderate" category include user issues with moving from the Preview screen back into Edit mode, and problems with adding guests to the invitation.

### Moving from the Preview screen back into Edit mode

**Findings:** Overall, the preview mode provided mixed results among participants. One user had no problems with the preview mode, and used the “Edit” button at the top of the page to return to the edit mode. A second user also returned to the edit mode without a problem, using “Edit Invitation” from the menu at the left of the page. One user was unable to find a way back to the edit mode without prompting. Two users used the “Back” button on their browser. For one, this did not cause a problem, as the user had not entered any data into the form. For the other user, it created a lot of frustration as the user had to re-enter all the information on the form.

**Recommendations:** Our recommendation is that Evite should ensure that data is not lost when users use the “Back” button, as this is a common form of navigation among users. Forms should hold their data, and all selections made should be stored, whether the user has explicitly selected “Save” or not.

### Adding Guests to the Invitation

**Findings:** Two users had problems continuing to the “Add Guests” page from the “Enter Details” page. It seemed that there was a problem with the system, as it would not
let two different users continue, saying they had to enter a title, which they had. Saving the invitation and returning to it rectified this situation.

**Recommendations:** This appears to be a programming glitch and our recommendation is that it needs to be corrected.

**Irritants**
Problems that fell into the "Irritant" category include issues with entering an end time on the invitation, with saving the invitation and navigating through the three steps to create an invitation, and with entering a theme on the invitation.

**Entering an End Time on the Invitation**

**Findings:** Most users initially looked for the end time next to the start time, and felt this was the proper place for it.

**Recommendations:** Our recommendation is that the end time should be next to the start time, with the default as "No End Time".

**Saving and Navigating Through the Three Steps to Create an Invitation**

**Findings:** Two users had problems with the flow of screens, and what they could do at each stage. One user wanted to save work frequently, to ensure no work was lost, and did not like that each time it was assumed that she was done editing, and was taken to the exit page. Another user previewed the invitation before sending, and did not want to have to go through three steps (return to edit screen, continue to add guests, then send) to send the invitation. This user was looking for a send button directly from the preview page.

**Recommendations:** Our recommendation is that the path between pages should be re-examined. An option to "Save and continue" should be added. In addition, the pages should be knowledgeable about where in the process the user is. If the user has been entered details, then the
preview page should include an option to add guests. If the user has already added guests, then enters the preview mode, there should be options to edit details, edit guests, or send. This will eliminate the need to return to finished sections of the invitation, and reduce user frustration and confusion.

**Entering a Theme on the Invitation**

**Findings:** Two users encountered a problem when they tried to save the invitation without choosing a theme, which is a required field. The first user did not want to enter a theme and looked for a "None" option, which did not exist. He finally opted for a "Wedding" theme. Another user also did not want to enter a theme; to her, this meant the party itself would have a theme and she did not want a themed party. She also reluctantly picked a theme when it became obvious she had no other choice.

**Recommendations:** It is our recommendation that the theme field on the invitation be optional, rather than required.
APPENDIX

Please Note: Appendix Materials have been included in their finalized for printing formats, so they will not match the format of the rest of the report.

- Evite Usability Test Checklist
- Evite Usability Test Script
- Information Sheet for Participation in Research Study
- Evite Usability Pre-Questionnaire
- Evite Usability Test Task List
- Evite Usability Post-Questionnaire
- Evite Usability Log Sheets
Upload image is on Desktop and called "TomAndSally.jpg"
Internet Explorer is open and set to Evite.com
Make sure internet connection is working
Previous Evites are deleted
Log sheets for all observers (and writing utensil)
Scripts for test moderator and observers
Informed Consent Sheet
Writing utensil for participant
Pre-test questionnaire
Task List
Introduction & Preliminary Questions

Hello, my name is [name], and I'm studying Human-Computer Interaction at DePaul University. This is [name], who will be observing what we're doing today, and taking notes.

We're here today because we are interested in finding out how people use Evite.com. We've brought you here to see what you think of Evite: what seems to work for you, what doesn't, and so on.

We are going to give you a task to accomplish using Evite. If you don't know how to do something, please just do the best you can. We are testing the system, not you. We are interested in seeing how easy it is for you to use, and if you like using Evite.

During today's session, I'll be asking you to complete some forms and answer some questions. It's important that you answer truthfully. My only role here today is to discover both the flaws and the advantages in using Evite from your perspective.

I’m going to hand out an informed consent document, which tells you a little bit more about what we’re doing and who to contact if you have questions. You also have the option to not participate if you don't want to, or to decide at any time that you do not want to continue to participate.

[hand over informed consent document]

Now I am going to give you a questionnaire to complete, before you begin the tasks so that we have an idea of who you are and what you know about Evite. If now or at any point during the test you wish to decline participation please feel free to let me know. You may also ask questions at any time.

[hand over pre-questionnaire for participant to fill out]

Do you have any questions before we begin?

OK, in a minute, you'll begin the task, but let me give you some instructions about how to approach it.

The most important thing to remember is that you're testing the interface; it isn't testing you. There is absolutely nothing that you can
do wrong. If anything seems broken or wrong or weird, it's not your fault. However, we'd like to know about it, so please tell us whatever isn't working for you. Likewise, we'd like to hear what you do like. Whether it's a feature, color, or how something is laid out, we'd like to hear about it.

Please be as candid as possible. Since Evite is designed for people like you, we want to know exactly what you think works and doesn't work for you.

Also, while you're using the product I'd like you to say your thoughts aloud. That gives us an idea of what you're thinking when you're doing something. Just narrate what you're doing, sort of as a play-by-play, telling me what you're doing and why you're doing it.

Does that make sense? Any questions?

[hand over task sheet with first task showing and read task sheet aloud]

Imagine that you are throwing a wedding shower for your friends. Please read this sheet and create an Evite based on what you know about the event. If you have any questions, let me know - I may not answer them right away because I first want you to try to work out problems or questions you have with the interface by yourself. Also please remember to say your thoughts out loud.

**************************What to do if….**************************

**The participant navigates to somewhere other than Invitations or Create an Invitation:**
Give the participant a moment to see if they realize they should be elsewhere
Say “I want to remind you you’re creating an Invitation for a Wedding Shower today”
[if further help is needed] Say “Please click on the Invitation button to begin”

**The participant goes into the ‘Design Your Own’ invitation area:**
Say “Today we’d like you to choose one of the premade invitation designs”

**The participant can’t find an appropriate invitation design:**
Ask the participant what they’re expecting to find / if they are unsure of what to do next
Ask them what they would expect their next step to be
Ask them to try it
Ask the participant which category makes the most sense to them
After giving the participant time to choose, prompt them to pick a design that seems appropriate [choosing a design outside of the Wedding category is OK]

**The participant can’t get out of Preview mode (can’t find Edit button):**
Ask the participant what they’re expecting to see
Ask the participant to talk through what they see on screen and what they think it will do/not do.
If the participant misses the “Edit” button altogether, ask them to take another look and talk through what they see.
If the Edit button is missed again, ask them if they see it and what they expect clicking it will do.

*[flip over task sheet to reveal second task, and read the task to participant]*

Now imagine you’ve forgotten to add an ending time to the task, and you’ve also decided to send the Evite. Please read this sheet and complete your Evite.

**Probe Questions (investigate wherever appropriate)**

Do the navigation elements make sense?
Do the interface elements function as the user had expected?
Are there any interface elements that don't make sense?
What draws the user’s attention?
Are there places where the user would like additional information?
What are their expectations for behavior/content on any given screen?

*[hand over post-questionnaire]*

Thank you for your help so far. Please take a couple of minutes to answer this questionnaire and reflect on your experience today. Then I will ask you a few debriefing questions to complete our test.

**Debrief Questions (ask wherever appropriate)**
Did you notice the other navigation elements? Why did you use one vs. the other?
Did you hesitate before clicking the "EDIT" button to leave preview mode? Is there a way to clarify that button?
Did you log in at the beginning of the process, the middle, or wait until the end? What did you think about that?
Did you have trouble with any of the other tasks in particular? What happened? How was it resolved? How could it be clarified?
Was this experience different from previous experiences using Evite? How so?

Do you have any more questions for me, or thoughts about Evite or the session today?

Thank you very much for your time today. We appreciate your help.
Evite Usability Study

We are asking you to help with a usability study of the website Evite.com. Our goal is to make the website more user friendly. This means the website will be easy to use and more intuitive. Your participation in this study can help better the performance of this website. This study will take about 30 minutes of your time. If you agree to be in this study, you will be asked to perform a series of tasks using a computer and the website Evite.com and then answer a short questionnaire. We will provide you with any necessary passwords, images, etc., so don’t need to have an account on Evite or reveal your username if you do. You can choose not to participate. There will be no negative consequences if you decide not to participate or change your mind later. If for any reason you decide not to continue with your task, please let me know.

You will not be videotaped or audio taped. We may take notes on paper as you work.

Your personal information and the study results will be kept confidential. Our team will be the only people to review the results, and all data collected will be written up anonymously, meaning no one will know you participated in the study.

Please feel free to ask any questions at anytime during the study.

If you have questions about this study, please contact Kelly Noah at knoah@depaul.edu or 312-451-7263. If you have questions about your rights as a research subject, you may contact Shay-Ann Heiser Singh, DePaul University’s Director of Research Protections at 312-362-7593 or by email at sheiser@depaul.edu.

You may keep this information for your records.
Name___________________________________________________

Occupation________________________________________________

Age Range (circle one)

15-20 21-25 26-30 31-35 36-40 41-45 46-50

How often do you plan parties and send invitations?

__________ times a year electronically

__________ times a year in person or by postal mail

On a typical day, how much time do you spend on the web? (circle one)

1-2 hours 3-4 hours 5-6 hours 7-8 hours 9-10 hours 10+ hours

How much of that time is for work, personal, or other use?

__________% work

__________% personal

__________% other

Other than email, what other online activities do you do most?
_____________________________________________________________________

Do you consider yourself to be technically savvy? (circle one)

Yes Not Sure No

How often do you go out socially per week?

__________ times a week alone

__________ times a week with 1-2 friends

__________ times a week with 3+ friends

The following questions are about Evite...

Do you know what Evite is? (circle one)
<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>Not Sure</th>
<th>No</th>
</tr>
</thead>
</table>

Have you received invitations via Evite?  (circle one)

Yes            Not Sure            No

If Yes, how many would you say you have received in the last 6 months?

__________

If you have received invitations via Evite, how would you rate your overall satisfaction with Evite as a recipient?  (circle one)

Very Satisfied             Satisfied             Neutral             Dissatisfied             Very Dissatisfied

Have you used Evite to send out invitations?  (circle one)

Yes            No

If you have not used Evite to send out invitations, please explain why.

_____________________________________________________________________

Have you used other sites to send electronic invitations?  (circle one)

Yes            No

If Yes, what sites?

_____________________________________________________________________

How many Evite invitations have you sent out in the last 6 months?

__________

As an Evite sender, how would you rate your overall satisfaction with Evite?  (circle one)

Very Satisfied             Satisfied             Neutral             Dissatisfied             Very Dissatisfied

Why do you use Evite?

_____________________________________________________________________

______
Would you consider yourself a loyal Evite customer? (circle one)

Yes        No
**Scenario 1:**
For this task you will create an Evite for Sally and Tom's Wedding Shower. After deciding on an appropriate invitation design, please change the main image to one of Sally and Tom. You can find their picture, "TomAndSally.jpg", on the desktop.

Their party will be at Jim's house, 4321 N. West Ave, Evanston 60201. The party will begin at 2pm on November 5, 2007.

Be sure to review your invitation.

Please request the presence of the people listed below. You don't have all the emails of those you’d like to come, so keep the invitation so you won't lose it, but don't send it out yet.

**Invitees**
- Amy         yma987@yahoo.com
- Christina   cob123@gmail.com
- Cathy       corrc70@yahoo.com
- Kelly       kellyjnoah@gmail.com

**Login Information (you're already registered)**
- Username   HCI460test@gmail.com
- Password   hci460t3st

Once you are finished with this task, please turn over the page to continue to the next Scenario. Please do not flip the page over until you are done with this scenario or are told to do so by the monitor.

---

**Scenario 2:**
You realize you forgot to specify an ending time. Please go back and edit the invitation to reflect the party will be over at 5pm.

You decide not to wait for the other guests’ email addresses, so send
the invitation.
Based on your session with Evite today and the task set before you, please tell us about your experience.

**How would you rate your overall satisfaction with Evite?** (circle one)

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

**How likely is it you will use Evite to send an invite in the future?** (circle one)

- Very Likely
- Likely
- Neutral
- Unlikely
- Very Unlikely

**What do you like about Evite?**

_____________________________________________________________________

____

**What don’t you like about Evite?**

_____________________________________________________________________

____

**Can you think of any changes to Evite that would make it easier for you to use?**

_____________________________________________________________________

____

**Is there anything else you would like to tell us about Evite or your experience today?**

_____________________________________________________________________

____
If the user needs prompting, please make sure to note that on your log sheet.

Logger's Name__________________________________________
Subject Number___________
Date____________________

**CHOOSE A DESIGN**

Find the 'Invitations' or 'Create an Invitation' button?  Y  N

Click on one of these buttons?  Y  N

Select a design?  Y  N

Search through a few designs, or just use the first one found?  Few  First found

Scroll down to 'Weddings' category to look for designs?  Y  N

Click on 'View Larger' button?  Y  N

Select image by selecting... on image  image title  View Larger/Select Design

**ENTER DETAILS**

*Note how user moves between fields – tab or mouse. If the user is using tab, what do they do when the tab doesn’t work?*
Enter title? Y N

Tab or use mouse to next field? tab mouse

Changes theme? Y N

Seem confused by what this does? Y N

Enter host name OK? Y N

Enter phone number? Y N

*If the user has been tabbing between fields, what do they do now - tab doesn't go to anywhere?*

Enter location name? Y N

Does the user switch back to using the tab for navigation, if relevant, or continue with the mouse? tab mouse

Enter street? Y N

Enter city? Y N

Uncheck 'Include a Map'? Y N

Enter state? manually with mouse no entry
Tab or use mouse to next field? tab mouse

Enter zip? Y N

Enter country? Y N

*If using tab, skips date...

Does user use mouse to go back to date field? Y N

Enter date? Y N

*If using tab, takes user to add wedding registry or add hotel information section.

Does user use mouse to return to date selection? Y N

Enter hours? Y N

Use keyboard or mouse or arrows? keyboard mouse arrows

Enter minutes? Y N

Use keyboard or mouse or arrows? keyboard mouse arrows

Enter AM/PM? Y N

Use keyboard or mouse or arrows? keyboard mouse arrows
If tab, returns user to title field...

<table>
<thead>
<tr>
<th>Does the user use the mouse to continue down the page?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Select 'Add Guests'?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Does the user type a message to guests?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>

**Does user select...**  
Save as Draft  
Preview Invite  
Add Guests

**UPLOAD IMAGE** (may occur at any point in process)

<table>
<thead>
<tr>
<th>Does user find 'Upload New Main Image' button?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Does user select 'Browse' button?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Does user find correct file on desktop?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Does user select 'Upload'?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>

**PREVIEW INVITATION**

<table>
<thead>
<tr>
<th>Did user select 'Preview Invite' button?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Did user find 'Edit' button?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>
Did user seem to have trouble locating this button?  Y  N

ADD GUESTS

Did the user select 'Add Guests'?  Y  N

Type addresses into text box provided?  Y  N

Know to separate addresses by returns or commas?  Y  N

Does user select...  Save for Later  Preview Invite  Send Now

Correctly enter email address and password?  Y  N

EDIT EVITE

Successfully find invitation?  Y  N

Click correct link to edit it?  Y  N

Click 'Invitation Options'?  Y  N

Click 'Include an End Time'?  Y  N

Correctly change end time to 5pm?  Y  N

Click 'Save'?  Y  N
<table>
<thead>
<tr>
<th>Question</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click 'Add Guests'?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Click 'Send Now'?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>